

The “State of 911” Webinar Series

National 911 Program
January 24, 2013
12:00 PM

911.gov

- The National 911 Program designed this webinar series to provide a unique combination of useful tools, information about Federal and State participation in the NG911 process, and real experiences from early adopters about the NG911 transition process underway in regions around the country
- Webinars will be held bimonthly and consist of presentations from a Federal-level 911 stakeholder and state-level 911 stakeholder, each followed by a 10 minute question and answer period
- For more information on future events, past webinar recordings and presentations, and to learn more about the National 911 Program, please visit www.911.gov

“State of 911” Webinar Series

- 12:00 – 12:20 PM
 - David Furth, Deputy Chief, Public Safety and Homeland Security Bureau, FCC
 - FCC Next Generation 911 (NG911) Update
- 12:20 – 12:30 PM
 - Q&A
- 12:30 – 12:50 PM
 - Barry Ritter, Executive Director, Indiana Wireless 911 Board
 - Mark Grady, Founder, INdigital
 - Indiana's 911 Program
- 12:50 – 1:00 PM
 - Q&A

Agenda



Federal Communications Commission Public Safety and Homeland Security Bureau



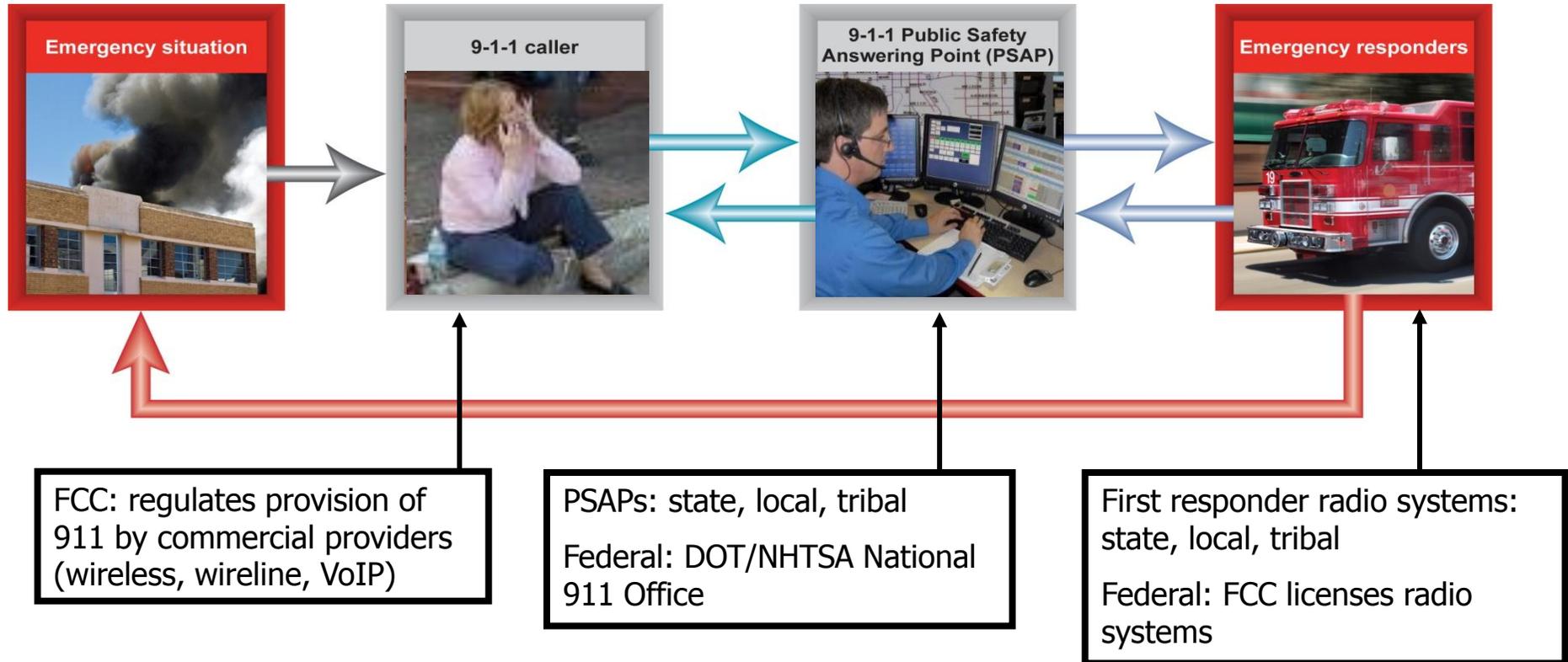
FCC Next Generation 911 Update

**National 911 Program
State of 911 Webinar
January 24, 2013**

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Public Safety and Homeland Security Bureau, FCC
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FCC Role in Emergency Communications





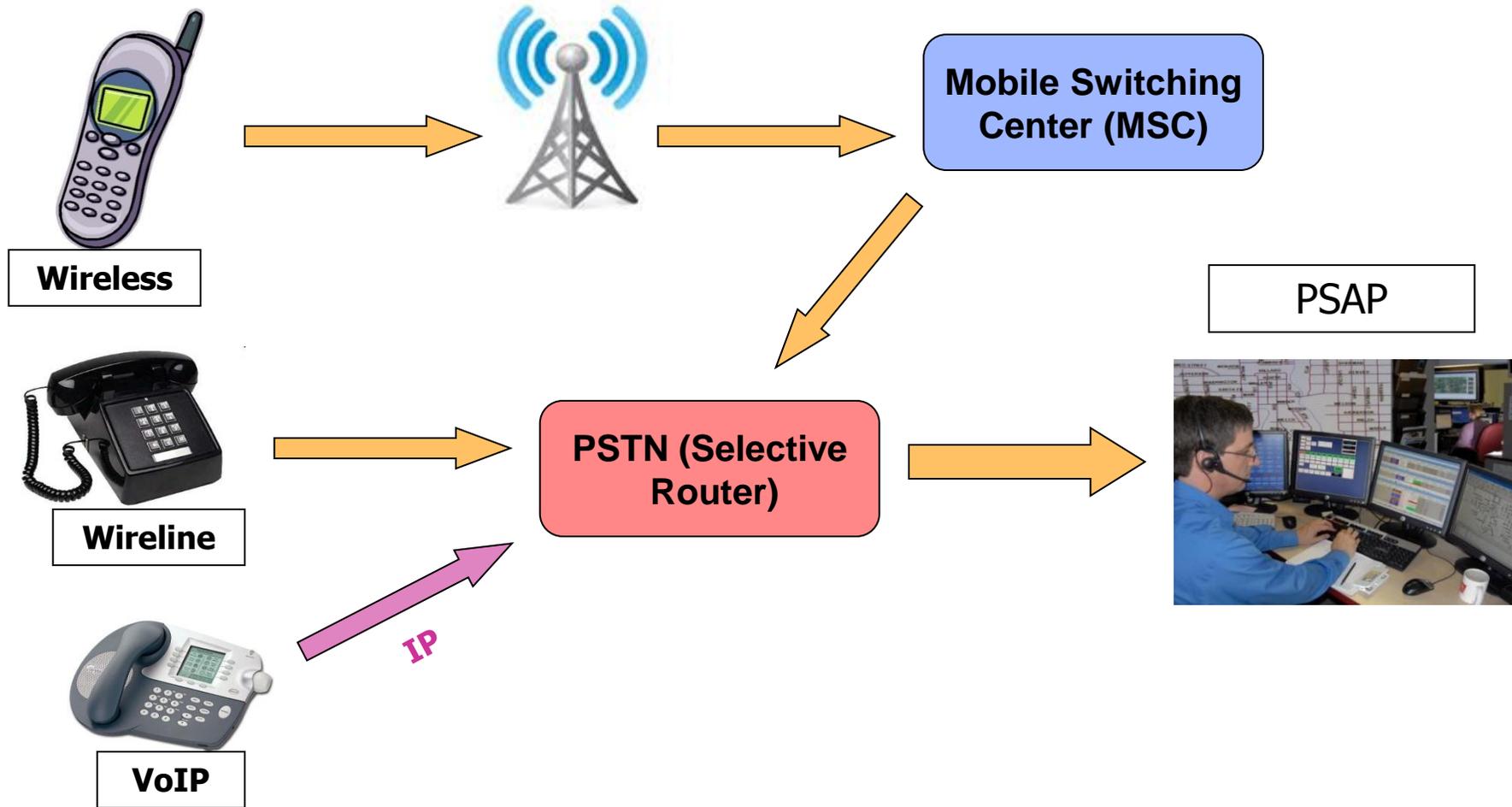
Next Generation 911



- NG911 will provide existing and new 911 services via IP networks rather than via the legacy switched telephone network
- NG911 offers advantages over legacy 911
 - Network architecture more flexible and resilient
 - Improved access, particularly for people with disabilities
 - Leverages commercially available IP-based technologies
- Over time, NG911 will fully replace the legacy 911 system, but the transition will take time and will not be uniform

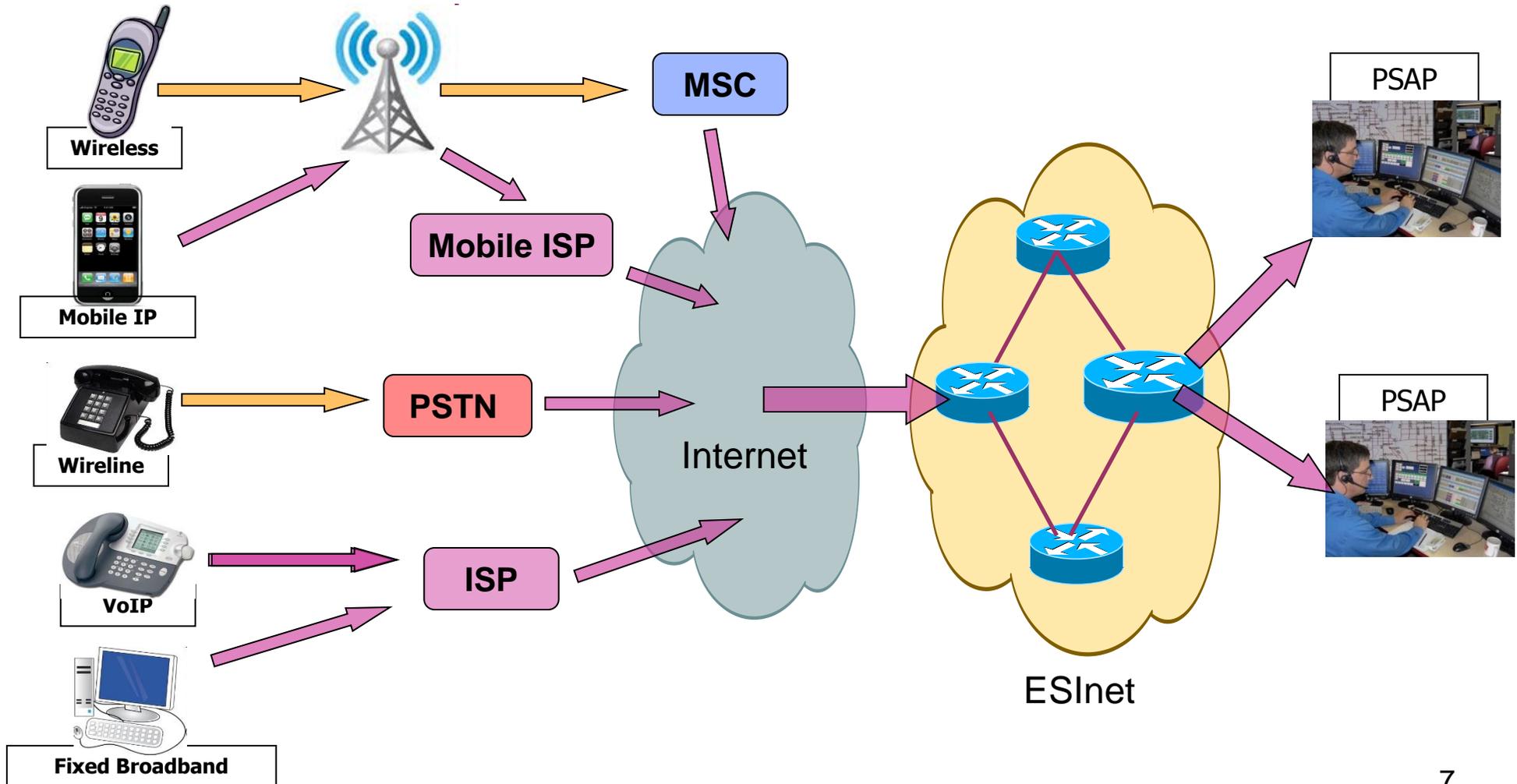


Legacy 911 Architecture





NG911 Architecture





FCC NG911 Five-Step Plan Status



- Develop location accuracy mechanisms for NG911
 - Ongoing FCC rulemaking; CSRIC indoor location report due in March 2013
- Enable consumers to send text, photos, and videos to PSAPs – FCC proposed text-to-911 rules in December 2012
Further NPRM
- Develop an NG911 funding model – Ongoing
- Facilitate the completion and implementation of NG911 technical standards -- Ongoing
- Work with states and other stakeholders to develop an NG911 governance framework – FCC recommendations to Congress due February 22, 2013



December 2012 Text-to-911 FNPRM

Text-to-911 Implementation



- FCC Proposal: all wireless carriers and “interconnected” text providers (i.e., providers that support texting to any phone number) must enable consumers to send text messages to 911 in areas where PSAPs are prepared to receive the texts
 - Four major wireless carriers have voluntarily committed to implement text-to-911 by May 15, 2014
 - FNPRM proposes to apply the same or similar timeframe to all providers
 - FNPRM comments due March 11, 2013; replies due April 9, 2013



December 2012 Text-to-911 FNPRM Automatic "Bounce Back" Messages



- FCC Proposal: all wireless carriers and interconnected text providers must send automated "bounce back" error messages to consumers attempting to text 911 when the service is not available.
 - Four major wireless carriers have voluntarily committed to implement bounce-back capability by June 30, 2013
 - FNPRM proposes to apply the same or similar timeframe to all providers
 - Accelerated comment cycle on this issue: comments due January 29, 2013; replies due February 8, 2013



FCC Report to Congress on NG911 Legal Framework



- Next Generation 911 Advancement Act of 2012 directs the FCC to submit a report to Congress containing recommendations for the “legal and statutory framework” for NG911 services
- FCC has sought comment on what recommendations should be included
- Report is due February 22, 2013, one year from enactment of the Act



Statutory Topics for Report



- Legal and regulatory framework for the transition from legacy 911 to NG911
- Legal mechanisms to ensure efficient and accurate transmission of 911 caller information to emergency response agencies
- Removing jurisdictional barriers and inconsistent legacy regulations, including
 - Requiring states to remove regulatory roadblocks to NG911 while recognizing existing state authority over 911 services
 - Eliminating outdated Federal 911 regulations
 - Preempting inconsistent state regulations

Indiana's 9-1-1 Program

The State of the State

Presented as part of the "State of 911" series by the National 911 Program
(this presentation also included a oral component)

- Background and Oversight
- PSAP Consolidation
- Funding
- NG9-1-1 Status
- Text FROM 9-1-1

What We'll Cover Today

- E9-1-1 initiative started in 1996
- Now a 13 member Board, overseeing all 9-1-1 (wireless and wireline)
- All industry and local government sectors are represented
- The Chairman is state Treasurer Richard Mourdock



State Structure and Background

- All eligible 9-1-1 expense categories are set out in state law
- All state level funds are audited
- PSAP final use of funds is audited

Public Integrity

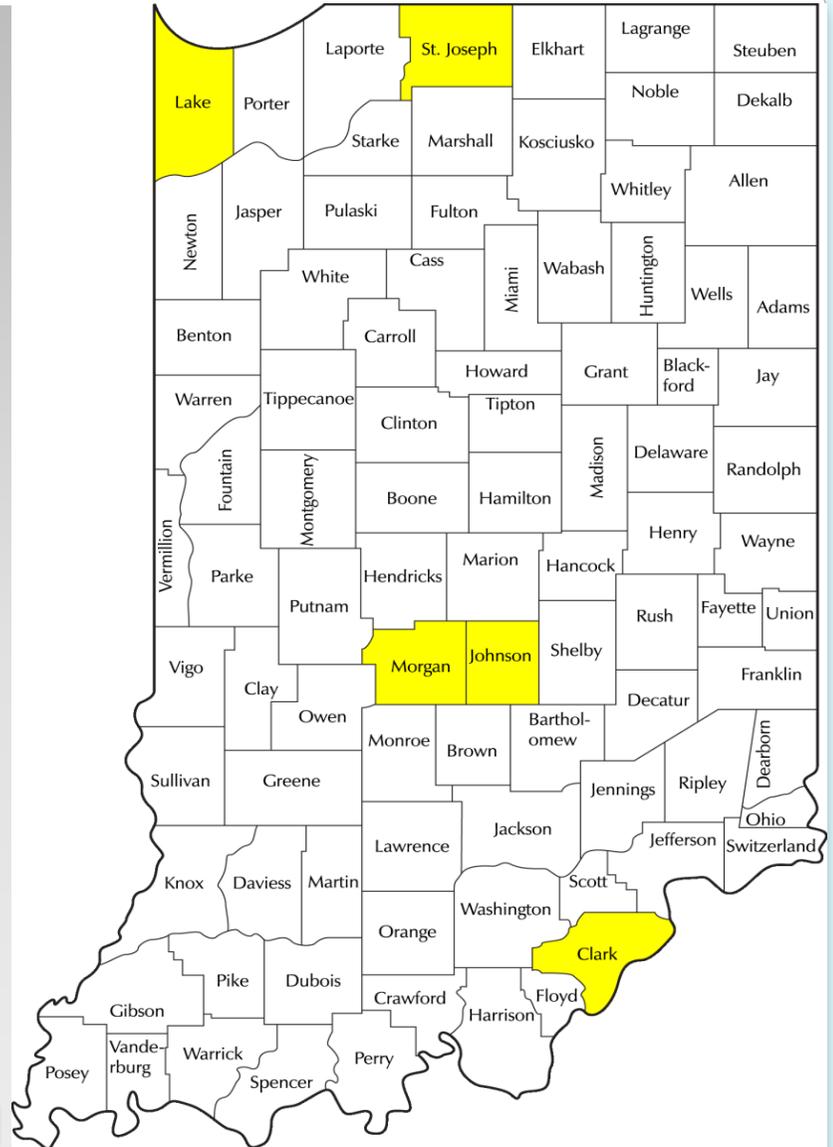
- A legislative mandate in 2008, 'not more than two PSAPs per county' by 2014 (there are exceptions)
- One year to go...
Five remain

PSAP Consolidation

- Lake
- St Joe
- Johnson
- Clark
- Morgan

(Indiana has 92 counties)

PSAP Consolidation



- New legislation starting July 2012
 - 90 ¢ landline / wireless / VoIP devices
 - 50 ¢ pre-paid services
- There is a 'hold harmless' funding provision during the transition
- Provides network funding up to the PSAP headset
- Certain radio expenses, CAD and as a funding aid to operations

Funding 9-1-1

- There is no clear definition of NG9-1-1 today (on many levels)
- The Indiana act treats NG9-1-1 as 'the functional equivalent or successor' to legacy 9-1-1

NG9-1-1 at the Statehouse

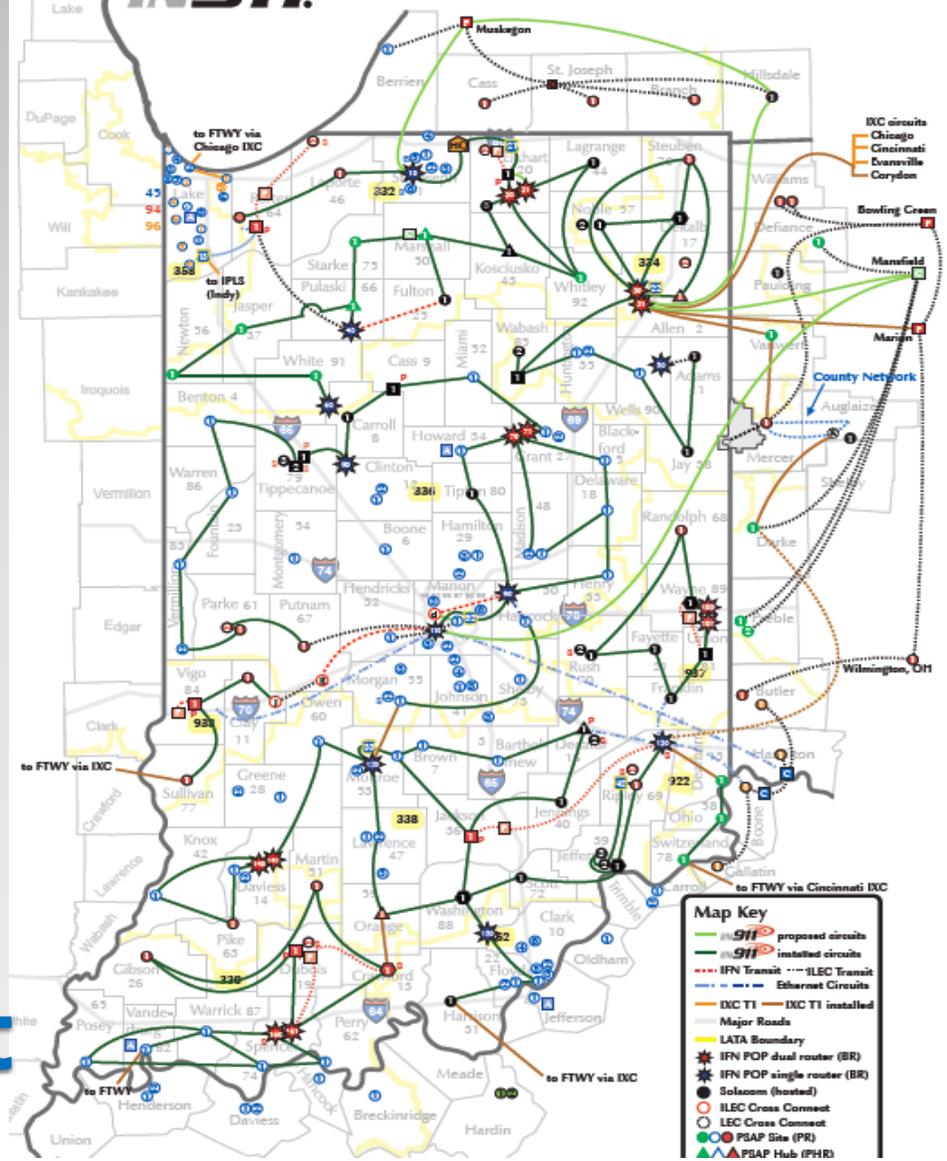
- In 2006, Indiana created a statewide network
- The IN911 network serves all wireless carriers, all VoIP providers; and is connected to all wireline and all 9-1-1 system service providers
- The ESInet also provides NCIC, AFIS and many other high availability services

Our Evolution to NG9-1-1

IN911

Indiana's 911 network

Delivering Next Generation Public Safety



Statewide ESInet

- The IN911 network is a full ESInet platform, and has processed over 15 million calls
- You can see live 9-1-1 calls at:
map.in911.net/map (requires flash)
- We continuously improve the network and introduce new services, one example...

Status of NG9-1-1

- Currently, 19 counties use a text service platform (texTTY) for non-voice from the PSAP to the public
- Non-voice dialogs are initiated by the call taker using local protocol
- Dialogs use SMS, and are identical to texting done by the public
- TexTTY is a 'high feature' platform
- Working with TCS for inbound text

Text FROM 9-1-1

TexTTY 2.1

User Info
 Logged in as: **Test User**

Control Panel

- New Session
- Settings
- Logout

Available

My Sessions

- (260) 469-2010
- 6** (574) 555-1234




ALI Info

Query Sequence #: 1
 Query Time: 01/10/2013 21:19:33
 KEY: 2604692010
 CPN: 2604692010
 Address: 5312 W Washington Ctr Rd
 City: Fort Wayne
 State: IN
 Zip: 46818
 Lat: 41.132706
 Lon: -85.211008

01/10/2013 21:20:24
 Thanks for responding :)

01/10/2013 21:20:24
 Thanks for texting 911!

01/10/2013 21:20:24
 ok have a good day

01/10/2013 21:20:24
 u 2 :P

Insert message here and hit enter to send

Conf Rebid Close

Browser System Interface

- PSAP response to silent or abandoned calls
- Administrative follow up
- Domestic incidents
- Runaway and 'possible missing' incidents
- Convey detailed instructions or phone numbers to the caller

How is Text Used?

Summary

Open Discussion

???

Please dial *1 to ask a question.

Questions

- Thank you to all of today's presenters and participants and we look forward to seeing you at our next "State of 911" webinar

Date	Presenters	Registration
Thursday, March 14, 2013	<ul style="list-style-type: none"> • National 911 Program Update (Presenter: Laurie Flaherty) • TBD State Stakeholder 	Registration will open February 11, 2013
Wednesday, May 8, 2013	TBD	Registration will open April 8, 2013
Wednesday, July 10, 2013	TBD	Registration will open June 10, 2013
Wednesday, September 4, 2013	TBD	Registration will open July 29, 2013

Future "State of 911" Webinars



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For questions regarding future webinars, please contact
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Contact Us

